

532865

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
13 May 2004 (13.05.2004)

PCT

(10) International Publication Number
WO 2004/040889 A1

(51) International Patent Classification⁷: **H04M 3/51**

(21) International Application Number:
PCT/GB2003/004671

(22) International Filing Date: 28 October 2003 (28.10.2003)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
0225154.4 29 October 2002 (29.10.2002) GB

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(81) Designated States (national): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

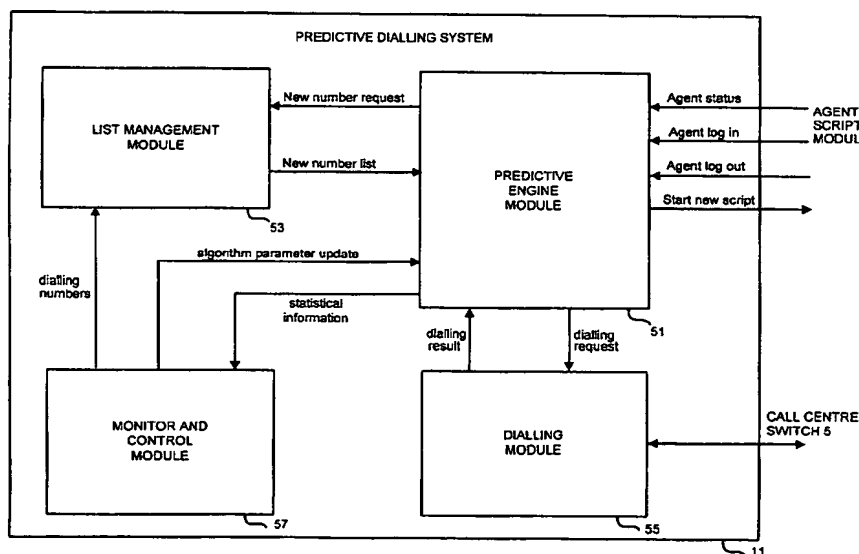
(84) Designated States (regional): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PT, RO, SE, SI, SK, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:

- with international search report
- before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: **PREDECTIVE DIALLING BY MONITORING PROGRESS OF AGENT SCRIPT**



(57) Abstract: A call centre includes a plurality of agent workstations, each agent workstation comprising means for entering information obtained from a telephone respondent in response to questions prompted by a script displayed on the display of the workstation, and means for producing status signals indicative of the progression of the agent through the script. A predictive dialling system receives status signals from each agent station and predicts from the status signals and statistical information regarding the number of calls previously made, how many new calls should be dialled to enable agents who have finished their previous call by the time the calls are answered to take the new calls.

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